



**Tour Guide Handbook
2012-2013**

**Welcome Center
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Purpose of the Welcome Center

Whether one is a prospective student interested in attending the university, a new faculty or staff member, or a first time visitor to Atlanta, the Welcome Center (WC) is available to arrange information sessions and tours to familiarize visitors to campus and the surrounding city. Besides daily campus visits, we are responsible for coordinating tours for interested groups (primarily high school students) and coordinating reservations and set-up for Veterans Memorial Hall. The office is located in Suite 134 of Dahlberg Hall and is open from 8:30am-5:15pm. The Welcome Center is a unit of Undergraduate Admissions.

➤ Daily Visits

The Welcome Center offers information sessions, led by an Admissions Counselor at 10am and 2pm, which end in time for Campus Atlanta bus and walking tours at 10:45am and 2:45pm, Monday through Friday.

➤ Special Group Tours

The Welcome Center offers information sessions and walking tours for special groups of 10 to 50 people, in addition to our daily visits. An online group tour request form is available and must be completed at least two weeks in advance. The Information Specialist schedules and confirms all special group visits, which are primarily for 10th through 12th grade high school students, transfer students, and some groups associated with colleges and universities.

➤ Veterans Memorial Hall

Veterans Memorial Hall is available for use by Georgia State academic and administrative departments, and chartered student organizations. Some fees apply. Tour Guides can check availability of space, but reservations and paperwork is confirmed only by the Information Specialist.

Mission Statement

The Welcome Center introduces prospective students, visitors and guests to Georgia State University and strives to provide a welcoming environment and lasting first impression to those interested or new to our educational community. To be successful, the Welcome Center will abide by the following principles:

1. We are all ambassadors for the university. Know that a first impression will be your last impression.
2. Professional and student staff will provide accurate information and friendly customer service through coordinating and facilitating Campus Atlanta bus and walking tours, special group tours and coordinating information sessions.
3. Encompass a spirit of teamwork, collaboration, and helpfulness at all times with fellow staff members and with stakeholders. Everyone has a role; despite our individual differences, we will feel a sense of partnership with each other. Contributions will be respected and solicited.
4. Engage in a continuing cycle of learning, making sure to be aware of up to date policies and procedures, university information, and upcoming events and activities.
5. Realize that our visitors and guests, and university policies and procedures drive what we do and the decisions we make.
6. We will know when to ask for help by seeking appropriate resources.
7. Be clear and concise in communication, verbal and non-verbal. Be tactful when giving feedback, and take in and learn from receiving feedback.

8. Be courteous and respectful to all visitors and guests who enter the Welcome Center.
9. All staff will know the importance of working autonomously or in a group, and will be committed to meeting group goals.
10. Recognize that every experience is or can be a learning experience.

General Responsibilities of All Tour Guides

- The WC is part of Undergraduate Admissions. Sometimes, Tour Guides will be asked to report to different areas when not required for work at the WC.
- Provide daily Campus Atlanta bus and walking tours, and group tours.
- Work mandatory Admissions recruitment events (including weekend events).
- Provide excellent, efficient, and friendly customer service.
- Exhibit an understanding of, or a willingness to learn, all aspects of Georgia State University – history, administration, the foundation, university mission, etc.
- Dispense information about the campus, various programs and activities, and provide information on university procedures and policies.
- Show enthusiasm, loyalty and dedication to Georgia State University.
- Exhibit strong public speaking and interpersonal skills; speak clearly and precisely.
- Encompass strong customer-service skills: have a positive, helpful, “can-do” attitude.
- Develop a rapport with supervisors and other staff members/Tour Guides in the WC and the Admissions office.
- Maintain confidentiality with Tour Guides and office information.
- Serve as a role model for all university students and fellow staff members.
- Encourage students to make the most of their experience at the university by emphasizing awareness of various student activities and opportunities.

Tour Guide Responsibilities and Compensation by Position

The Welcome Center staff is made up of three tour guide positions, with different responsibilities according to position type. Even though some duties are daily, at no time should you assume that if the supervisor has not specifically asked you to perform a task, that there is nothing to be done. You should always take initiative to find something to do.

➤ Special Event Tour Guide (\$8.00/hour; hours vary depending on events)

This position is an entry level position that will mainly assist with Admissions special events and programs including, but not limited to Panther Preview, College Days, Accepted Student Receptions, and some telecounseling. Special Event Tour Guides will serve as greeters, facilitate group tours, and sometimes call prospective/accepted students during telecounseling events. You must be available for specific mandatory scheduled events (including some weekend events), and do not work a set office schedule.

➤ Tour Guide I (\$8.00/hour; minimum 8-10 hours a week)

These entry level positions mainly assist with greeting guests in the Welcome Center and the Undergraduate Admissions office lobby, facilitating group tours, facilitating Campus Atlanta bus and walking tours, and assisting with special events as above (including some weekend events), as well as encompassing Special Event Tour Guide responsibilities. Additionally, Tour Guides in this position assist with preparing the presentation room for information sessions and escorting visitors to designated locations, and writing postcards to visitors. Sample shift times include 9:15am-1:15pm and 1:15-4:45pm.

➤ **Tour Guide II (\$10.00/hour; minimum 10-12 hours a week)**

These positions are given to students who have worked for the Welcome Center for an extended time, are more familiar with campus and student life, and will encompass Special Event Tour Guide and Tour Guide I responsibilities. In addition, Tour Guide II students will open/close the office, and assist with day-to-day administrative responsibilities in the Welcome Center (including but not limited to answering phones, scheduling campus visits on the phone or online, checking and responding to voicemails and emails, running errands, making copies and visitor packets, writing postcards and filing paperwork). Sample shift times include 8:30am-5:15pm, 8:30am-1pm, and 1-5:15pm.

Telecounseling Program

Created in February 2010, the telecounseling program is designed to promote student-to-student recruitment to prospective students interested in attending GSU and newly accepted students. Members of the telecounseling program have the opportunity to share experiences with future students and to promote programs and activities associated with making the transition from high school to Georgia State.

A select team of 15 to 20 telecounselors make outbound telephone calls to prospective students to promote the programs, services and activities of Georgia State University. The majority of the telephone campaign is conducted during the evening between 4:00pm to 8:00pm on weekdays and on limited Sundays. In addition, telecounselors will assist with data entry into the CRM recruitment database.

Staff Retreats and Meetings

All staff members are required to attend the annual Welcome Center retreat, usually held the first or second Friday of August. Additionally, staff meetings are held every other Friday during the semester. Although meetings are not mandatory, attendance is expected.

Training

All Tour Guides must go through mandatory tour training, mainly accomplished through shadowing seasoned staff and attending daily information sessions. Upon hiring, a staff notebook, which includes important information, will be provided. All staff will be trained on bus and walking tours, and will go through mandatory evaluations with the supervisor before being allowed to facilitate tours on your own. Tour Guide II students will receive daily, on-the-go training with office responsibilities.

Besides the August staff retreat, staff members new to the Welcome Center will be required to attend a separate all-day retreat, scheduled depending on staff start date.

Terms of Employment for Tour Guides and Telecounselors

1. Must be a student presently enrolled at Georgia State and in good academic standing with a minimum 2.5 cumulative GPA. Academic standing must be maintained each semester. Student cannot be enrolled in any learning support courses.
2. Student must be in good disciplinary standing and show involvement on campus.
3. Must be able to work both independently and in groups.
4. Employment is on a semester basis. Supervisor determines continuation of employment from semester to semester depending on job and academic, performance and

commitment. A schedule of classes must be submitted to the Manager prior to the beginning of each new semester.

Hire and Pay

Upon hiring, it is the responsibility of any first time university employee to visit Human Resources on the 3rd floor of One Park Place to complete a New Employee Packet, which may include an Employee's Withholding Allowance Certificate (W-4). You must present your Social Security card or other forms of ID when completing the required forms. Signing up for direct deposit through Human Resources is also required.

After completing new hire paperwork, all students are required to register for ADP and for E-time at <https://portal.adp.com/public/index.htm>. It is your responsibility to clock in and out for your shift. Everyone must be aware of their employee ID. To look up your ID number, visit <https://webdb.gsu.edu/lookup/>. See pages 9 and 10 for specifics.

Office Etiquette

Customer service is of up most importance in the Welcome Center. All staff must be polite, patient, and clear in communication. Even though the same question may be asked numerous times, a response as if it has not been asked all day, must be given. Ask leading questions to get to any root of a visitor's questions, before referring them to another office. Do not discuss office matters in front of visitors.

It is very important to check email on a daily basis, as announcements are sent to your inbox on a frequent basis. The Welcome Center also has a private Facebook group only for current Tour Guides to share announcements, information on events, and shift changes/requests.

Phones must be answered by saying "Georgia State University Welcome Center, how may I help you?" Visitors must be promptly greeted upon their entrance. It is the expectation of all Welcome Center staff to be aware of campus policies, procedures, and events. Additionally, everyone must be aware of general driving and Marta directions.

Uniform Policy and Dress Code

The Welcome Center's priority is to provide stellar customer service and recruitment. First impressions always count, as we assist a variety of people. A strict dress code policy is in place and must be reviewed and adhered to. Please review and refer to dress code.

Attendance Policy

Tour Guides are required to arrive to work on time, according to scheduled times. Work schedules are on a semester basis. A weekly schedule of daily assignments is sent to your email, prior to the start of the new week and it is your responsibility to be aware of them. Work shifts are determined by the Welcome Center's needs first, then your availability. Some Tour Guides may be scheduled more/less hours than others depending on their availability.

If you cannot work a scheduled shift, it is YOUR responsibility to find a replacement. Notifications of any shift replacements must go to your supervisor. It is recommended to find a replacement that is your compensation peer (e.g. Tour Guide II's should ask other Tour Guide II's for coverage). You are required to notify the supervisor two weeks in advance in writing, of any leave or resignation from the position.

Telephone and Technology Usage

Tour Guides should be seated at the student designated lobby desk at all times. Please keep personal telephone usage to a minimum on office lines, as they must remain open. Cell phones (including texting) should be used/done in the back office. Do not talk on your cell phone or wear a Bluetooth in the lobby. Personal copies should be kept to a minimum.

There is an understanding that down time in the office will occur. Internet usage is permissible, but mainly for work. However, please note that visitors walk in frequently. Inappropriate images or videos should not be seen or shown on computer screens, nor should downloading occur.

Remember that all Tour Guides are representatives and you need to make every effort to represent both the university and the office in the best light possible. This representation extends to social networking sites including, but not limited to Facebook and Twitter. Tour Guides should not make or post inappropriate comments or photos. If you make them, someone will see them, and report them to the supervisor!

Snack and Meal Policy

Staff are welcome to bring personal food items and use the office refrigerator and microwave in the back office. An hour lunch can be taken, only by those who work 8+ hour shifts. Lunch must be taken during office downtime, typically between 12:15-1:30pm, and arranged with the supervisor. Please do not clock in, leave for a meal, and then come back. When you clock in, you are expected to be at work. Snacks should be eaten in the back office. You can have a beverage at the lobby work desk.

Policy on Disciplinary Actions

The Welcome Center does not tolerate late arrival to work, theft, fighting among staff, sexual harassment, discrimination, excessive absenteeism, inappropriate language or behavior, falsification of documents, and insubordination. The office is smoke and drug-free. Tour Guides who are not in good academic or disciplinary standing will be immediately placed on probation or removed from staff. Failure to adhere to the policies of this office could result in termination of your employment.

Make the Most of Your Experience

From meeting new people, gaining public speaking skills, interacting with faculty, staff, and students, and learning more about Georgia State, the Tour Guide position is a definite resume builder! The list goes on and on as to what you are able to gain. We hope it is an enjoyable work experience.



HR Instructions for NEW Student Employees

This is for students who have NEVER had a job on campus.

All students who are **NEW** to working at Georgia State must visit Human Resources' Customer Service Center, located on the 3rd floor of One Park Place, in person to fill out a new hire packet. Please visit and read information at <http://www.gsu.edu/hr/31391.html> for specifics and directions on what to prepare and take with you. To find out which documents to bring apply to you, click on the appropriate citizenship status at the bottom of the page.

You can visit Human Resources, pick up the packet in advance, take it home and fill it out and bring it back. If you have filled out a new hire packet with GSU Human Resources before, you do not have to go and do this again.

THE QUICKER YOU COMPLETE YOUR HR PAPERWORK, THE QUICKER YOU CAN GET PAID FOR ANY HOURS WORKED! HR takes at least 2 weeks to process your paperwork.

ADP/eTime Instructions for NEW Student Employees

This is for students who have NEVER had a job on campus.

After you submit your new hire paperwork and give it time to process, you must register for ADP. In addition to registering as a user in the new ADP system, you must add eTime as well. These are two separate processes. Just because you registered for the ADP system, does not mean you have signed up for eTime. Using eTime is what allows you to clock in/out!

First, you will need your new employee ID. This is different from your PantherCard ID number. Go to <https://webdb.gsu.edu/lookup/> to look it up.

Then, follow these directions!

1. Go to <https://netsecure.adp.com/pages/pub/ccmain.jsp>
2. If you haven't registered as an ADP user already, click left on "Register Now" next to "Ready to Register?" Follow directions. The Registration Pass Code is USG-6775.
3. After registering as an ADP user, log out, and go back to <https://netsecure.adp.com/pages/pub/ccmain.jsp>
Then, click on "Add a Service" next to "Already Registered?" From here, at the bottom, add "Enterprise eTime."
4. Last, go to <https://portal.adp.com/public/index.htm> and log in. This is where you clock in and clock out.
5. Click on "Time and Attendance." Then click on "Welcome."
7. Next to "All other employees," click on the button "here" to access eTime. You will then see the screen to record your time stamp (clock in/out). Additional assistance can be found at <http://www.gsu.edu/hr/34376.html>. Look under "Student/Temporary Employees."

ADP/eTime Instructions for Students
Who Have Already Completed New Hire Paperwork
AND
May Have a Job on Campus Or Have Held Jobs on Campus
AND
Who Have Already Registered for ADP and eTime

If you have already registered for ADP and eTime, you must transfer your hours to Admissions when clocking in for hours worked at the Welcome Center.

To log into ADP and to transfer your hours when you clock **IN**:

1. Go to <https://portal.adp.com/public/index.htm> and log in.
2. After logging into your ADP, click on “Time and Attendance.”
3. Click on “Welcome.”
4. Next to “All other employees,” click on the button “here” to access eTime.
5. You will then see the screen to record your time stamp. Next to the blank box, click on the magnifying glass to the right.
6. By account code, choose “ADMS5.”
7. By Approver, click on “So, Chin;” that’s me (Jean).

To clock **OUT**:

1. Go to <https://portal.adp.com/public/index.htm> and log in.
2. After logging into your ADP, click on “Time and Attendance.”
3. Click on “Welcome.”
4. Next to “All other employees,” click on the button “here” to access eTime.
5. You will then see the screen to record your time stamp. Click on “Record Time Stamp.” Since you already transferred your hours to clock in, you do not need to do it when you clock out. Just click on “Record Time Stamp.”

Any time you work for the Welcome Center/Admissions, please follow these instructions to ensure that your hours are accounted for. If you forgot your ADP user ID or password, please click on the appropriate link(s) at <https://portal.adp.com/public/index.htm> to assist you.

To access your Employee ID (which is different from your PantherCard ID number) go to <https://webdb.gsu.edu/lookup/> to look it up.

Tour Guide Contract 2012-2013

As a Tour Guide for the Welcome Center at Georgia State University:

1. I will seek to make all visitors and guests feel welcome and comfortable.
2. I will remember that I am a representative of GSU and I need to make every effort to present both the University and I in the best light possible.
3. I am aware that my actions have the ability to influence people's opinions of both GSU and myself.
 - My representation extends to Facebook, Twitter, and other social networking sites.
4. I will give out appropriate and correct information. If I do not know the answer, I will seek the answer and get back to the person.
5. I understand that I am required to follow the Georgia State Student Code of Conduct. I will refer to training notes and the *On Campus Handbook* for specifics.
6. I will maintain a high level of professionalism. This includes maintaining Tour Guide/student boundaries.
 - I will not make inappropriate advances toward new students.
 - I will not promote or encourage new students to use alcohol or any illegal substance. I will answer "drinking" and "drug" questions by explaining the many social alternatives available at Georgia State and in Atlanta.
7. I will be tolerant of others unique situations and will respect other's opinions, values, cultural and ethnic backgrounds. I will not be biased or prejudice to those who are different than me.
8. If I am affiliated with a Greek organization, I will adhere to NPC, NPHC, MGC, and IFC recruitment rules and regulations.
9. I have read, understand and will adhere to:
 - The Dress Code Policy
 - The Tour Guide Handbook
10. I will be sure to fulfill Tour Guide duties and responsibilities as outlined in the TG Handbook.
11. I recognize the importance of a first impression. I will come to work well groomed and appropriately presentable.
12. I recognize myself as a role model. I will set a positive example for all new students by showing respect and consideration for all members of the Georgia State community: students, faculty, staff, administration, and their property.

In accepting the role of Welcome Center Tour Guide, I understand that this position requires that I meet a set of high standards. I will represent Georgia State to the best of my ability.

Tour Guide Name: _____

Signature: _____ Date of Signature: _____